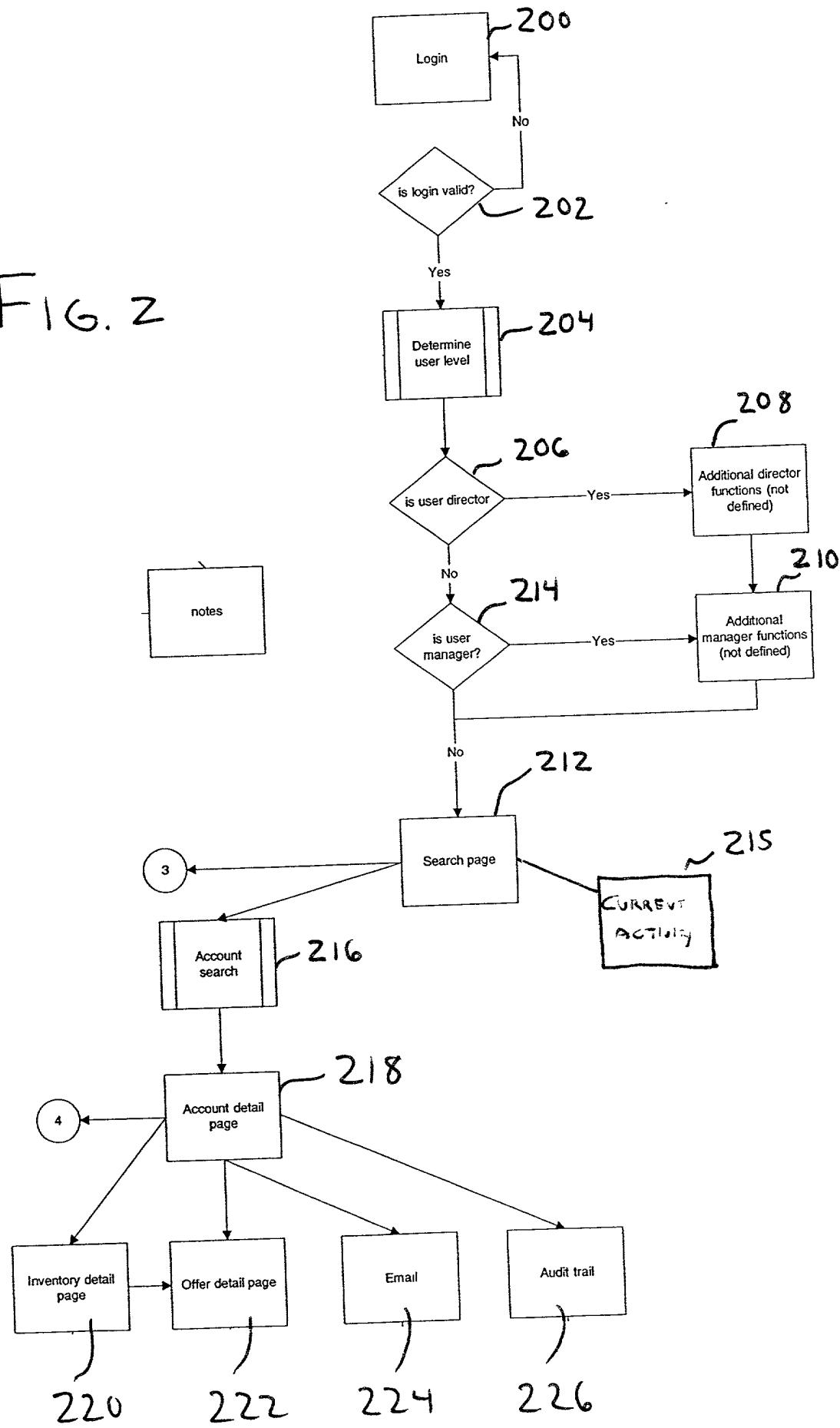


FIG. 1

FIG. 2



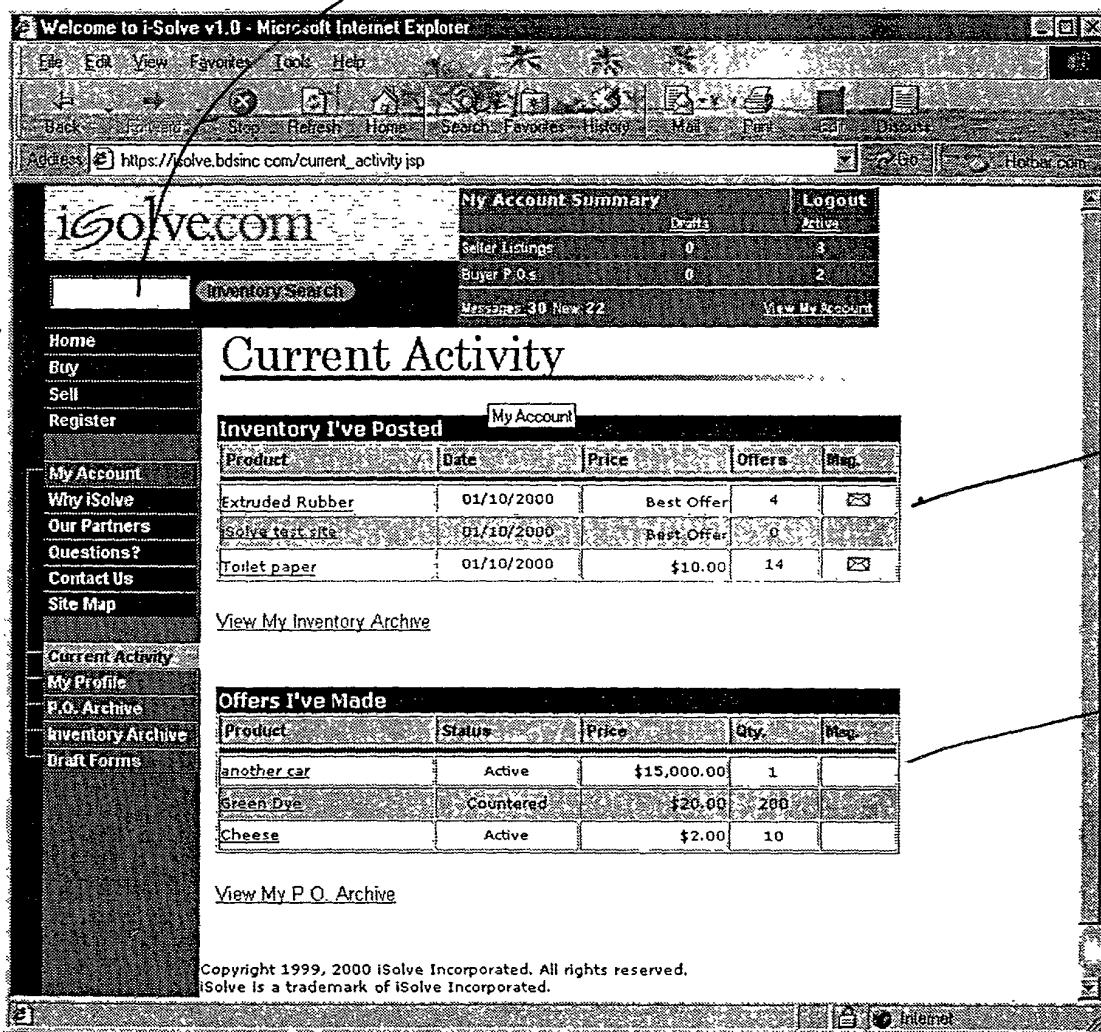


FIG. 3

Customer Service Pages

Account Search		Account Summaries
Account Number:	<input type="text"/>	
First Name:	<input type="text"/>	
Last Name:	<input type="text"/>	
Username:	<input type="text"/>	
Buying Status:	<input checked="" type="checkbox"/> Pending	
Selling Status:	<input checked="" type="checkbox"/> Pending	
Company Name:	<input type="text"/>	
State/Province:	<input type="text"/> Alabama	
Country:	<input type="text"/> USA	
Zip/Postal Code:	<input type="text"/>	
Account Type:	<input checked="" type="checkbox"/> Individual	
Purchase Order Number:	<input type="text"/>	
Inventory Listing Number:	<input type="text"/>	
<input type="button" value="Search"/>		
Ticket Search		
First Name:	<input type="text"/>	
Last Name:	<input type="text"/>	
Ticket Category:	<input type="text"/> INVENTORY	
Ticket Status:	<input type="text"/> OPEN	
Ticket Number:	<input type="text"/>	
Employee:	<input type="text"/>	
<input type="button" value="Search"/> <input type="button" value="New Tickets"/>		

FIG. 4

406

400

402

404

402a

402b

Customer Service Pages

Account Search

Account Number:

First Name:

Last Name:

Username:

Buying Status: Pending Open Closed

Selling Status: Pending Open Closed

Company Name:

State/Province: Alabama California Texas Florida

Country: USA Canada United Kingdom

Zip/Postal Code:

Account Type: Individual Business

Purchase Order Number:

Inventory Listing Number:

Ticket Search

First Name:

Last Name:

Ticket Category: MYSTERY SUPPORT SALES

Ticket Status: OPEN PENDING CLOSED

Ticket Number:

Employee:

This area will display all Inventory, Orders, Accounts, etc. that are currently in the PENDING status.

CSR Name:

FIG. 5

406a

600

Customer Service Pages		CSR Home																																																				
<h3>Account Search</h3> <p>Account Number: <input type="text"/></p> <p>First Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Username: <input type="text"/></p> <p>Buying Status: <input checked="" type="checkbox"/> Pending <input type="checkbox"/> Pending</p> <p>Selling Status: <input checked="" type="checkbox"/> Pending <input type="checkbox"/> Pending</p> <p>Company Name: <input type="text"/></p> <p>State/Province: <input checked="" type="checkbox"/> Alabama <input type="checkbox"/> USA</p> <p>Country: <input checked="" type="checkbox"/> USA <input type="checkbox"/> Canada</p> <p>Zip/Postal Code: <input type="text"/></p> <p>Account Type: <input checked="" type="checkbox"/> Individual <input type="checkbox"/> Business</p> <p>Purchase Order Number: <input type="text"/></p> <p>Inventory Listing Number: <input type="text"/></p> <p><input type="button" value="Search"/></p>																																																						
<h3>Account Details</h3> <p>Home Email Messages</p> <table border="1"> <thead> <tr> <th colspan="2">Comapny Information</th> <th colspan="2">Contact Information</th> </tr> </thead> <tbody> <tr> <td>Company Name:</td> <td>Fred's Hardware</td> <td>First Name:</td> <td>Fred</td> </tr> <tr> <td>Address1:</td> <td>121 East Main St</td> <td>Last Name:</td> <td>Jones</td> </tr> <tr> <td>Address2:</td> <td>Building 2</td> <td>Address1:</td> <td>155 South Main</td> </tr> <tr> <td>Address3:</td> <td>Suite 405</td> <td>Address2:</td> <td></td> </tr> <tr> <td>City:</td> <td>Springfield</td> <td>Address3:</td> <td></td> </tr> <tr> <td>State/Province:</td> <td>ONT</td> <td>City:</td> <td>Springfield</td> </tr> <tr> <td>Zip/Postal Code:</td> <td>55555</td> <td>State/Province:</td> <td>IL</td> </tr> <tr> <td>D&B:</td> <td>10000000</td> <td>Zip Postal Code:</td> <td>54133</td> </tr> <tr> <td>Phone:</td> <td>5557771212</td> <td>Phone:</td> <td>555-555-1212</td> </tr> <tr> <td>Fax:</td> <td>5557771313</td> <td>Fax:</td> <td>555-555-1313</td> </tr> <tr> <td></td> <td></td> <td>Email:</td> <td>fred@hardware.com</td> </tr> <tr> <td></td> <td></td> <td>MOC:</td> <td>email</td> </tr> </tbody> </table>			Comapny Information		Contact Information		Company Name:	Fred's Hardware	First Name:	Fred	Address1:	121 East Main St	Last Name:	Jones	Address2:	Building 2	Address1:	155 South Main	Address3:	Suite 405	Address2:		City:	Springfield	Address3:		State/Province:	ONT	City:	Springfield	Zip/Postal Code:	55555	State/Province:	IL	D&B:	10000000	Zip Postal Code:	54133	Phone:	5557771212	Phone:	555-555-1212	Fax:	5557771313	Fax:	555-555-1313			Email:	fred@hardware.com			MOC:	email
Comapny Information		Contact Information																																																				
Company Name:	Fred's Hardware	First Name:	Fred																																																			
Address1:	121 East Main St	Last Name:	Jones																																																			
Address2:	Building 2	Address1:	155 South Main																																																			
Address3:	Suite 405	Address2:																																																				
City:	Springfield	Address3:																																																				
State/Province:	ONT	City:	Springfield																																																			
Zip/Postal Code:	55555	State/Province:	IL																																																			
D&B:	10000000	Zip Postal Code:	54133																																																			
Phone:	5557771212	Phone:	555-555-1212																																																			
Fax:	5557771313	Fax:	555-555-1313																																																			
		Email:	fred@hardware.com																																																			
		MOC:	email																																																			
<h3>Audit Trail</h3> <table border="1"> <thead> <tr> <th>Action Performed</th> <th>Table</th> <th>Column</th> <th>Previous Value</th> <th>Current Value</th> <th>Date/Time</th> </tr> </thead> <tbody> <tr> <td>Update</td> <td>CONTACT</td> <td>ADDR_LINE_1</td> <td>133 Main St</td> <td>155 Main St</td> <td>02-02-1999 12.09.04</td> </tr> <tr> <td>Update</td> <td>INV_LIST</td> <td>UNIT</td> <td>PALLET</td> <td>TRUCK LOAD</td> <td>02-02-1999 12.10.58</td> </tr> </tbody> </table>			Action Performed	Table	Column	Previous Value	Current Value	Date/Time	Update	CONTACT	ADDR_LINE_1	133 Main St	155 Main St	02-02-1999 12.09.04	Update	INV_LIST	UNIT	PALLET	TRUCK LOAD	02-02-1999 12.10.58																																		
Action Performed	Table	Column	Previous Value	Current Value	Date/Time																																																	
Update	CONTACT	ADDR_LINE_1	133 Main St	155 Main St	02-02-1999 12.09.04																																																	
Update	INV_LIST	UNIT	PALLET	TRUCK LOAD	02-02-1999 12.10.58																																																	
<h3>Ticket Search</h3> <p>First Name: <input type="text"/></p> <p>Last Name: <input type="text"/></p> <p>Ticket Category: <input checked="" type="checkbox"/> INVENTORY <input type="checkbox"/> SALES</p> <p>Ticket Status: <input checked="" type="checkbox"/> OPEN <input type="checkbox"/> PENDING</p> <p>Ticket Number: <input type="text"/></p> <p>Employee: <input type="text"/></p> <p><input type="button" value="Search"/> <input type="button" value="New Ticket"/></p>																																																						
<h3>Comment Trail</h3> <p>Add New Comment</p> <table border="1"> <thead> <tr> <th>Employee ID</th> <th>Comment</th> <th>Date/Time</th> </tr> </thead> <tbody> <tr> <td>CSR.Judy</td> <td>Contact was very rude over the phone</td> <td>02-02-1999 12 09 04</td> </tr> <tr> <td>CSR.Fred</td> <td>Contact trying to send phone information to a potential buyer</td> <td>02-04-1999 12 10 58</td> </tr> </tbody> </table>			Employee ID	Comment	Date/Time	CSR.Judy	Contact was very rude over the phone	02-02-1999 12 09 04	CSR.Fred	Contact trying to send phone information to a potential buyer	02-04-1999 12 10 58																																											
Employee ID	Comment	Date/Time																																																				
CSR.Judy	Contact was very rude over the phone	02-02-1999 12 09 04																																																				
CSR.Fred	Contact trying to send phone information to a potential buyer	02-04-1999 12 10 58																																																				
<h3>Inventory Posted</h3> <table border="1"> <thead> <tr> <th>Description</th> <th>Unit Price</th> <th>???</th> <th>???</th> <th>???</th> <th>Unit</th> <th>Details</th> <th>View Order</th> </tr> </thead> <tbody> <tr> <td>Keyboards</td> <td>\$12.00</td> <td>????</td> <td>????</td> <td>????</td> <td>Each</td> <td>Details</td> <td>View Order</td> </tr> <tr> <td>Mouse Pads</td> <td>\$10,000.00</td> <td>????</td> <td>????</td> <td>????</td> <td>Truck Load</td> <td>Details</td> <td>View Order</td> </tr> </tbody> </table>			Description	Unit Price	???	???	???	Unit	Details	View Order	Keyboards	\$12.00	????	????	????	Each	Details	View Order	Mouse Pads	\$10,000.00	????	????	????	Truck Load	Details	View Order																												
Description	Unit Price	???	???	???	Unit	Details	View Order																																															
Keyboards	\$12.00	????	????	????	Each	Details	View Order																																															
Mouse Pads	\$10,000.00	????	????	????	Truck Load	Details	View Order																																															
<h3>Orders Placed</h3> <table border="1"> <thead> <tr> <th>Inventory Number</th> <th>Unit Price</th> <th>Description</th> <th>???</th> <th>???</th> <th>???</th> <th>???</th> <th>???</th> <th>Unit</th> <th>Details</th> <th>View Order Details</th> </tr> </thead> <tbody> <tr> <td>33498</td> <td>\$12.00</td> <td>Balloons</td> <td>????</td> <td>????</td> <td>????</td> <td>????</td> <td>????</td> <td>Each</td> <td>Details</td> <td>View Order Details</td> </tr> </tbody> </table>			Inventory Number	Unit Price	Description	???	???	???	???	???	Unit	Details	View Order Details	33498	\$12.00	Balloons	????	????	????	????	????	Each	Details	View Order Details																														
Inventory Number	Unit Price	Description	???	???	???	???	???	Unit	Details	View Order Details																																												
33498	\$12.00	Balloons	????	????	????	????	????	Each	Details	View Order Details																																												

FIG. 6

702

Welcome to i-Solve v1.0 - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address: https://isolve.bdsinc.com/inventory_board.jsp?where=myacct&invId=1641

iSolve.com

My Account Summary

	Drafts	Active
Seller Listings	0	3
Buyer P.O.s	0	2

Messages: 30 New: 22

Logout

Current Offers

The box below lists all of the orders received for this inventory item. Your negotiations with potential buyers are captured and filed in the Talk Box. To see a history of your negotiations with a particular buyer, follow the (View Details) links

Refer to [Questions?](#) section for a full description of inventory status codes

Item: Extruded Rubber
Quantity Available: 300
Asking Price: Best Offer

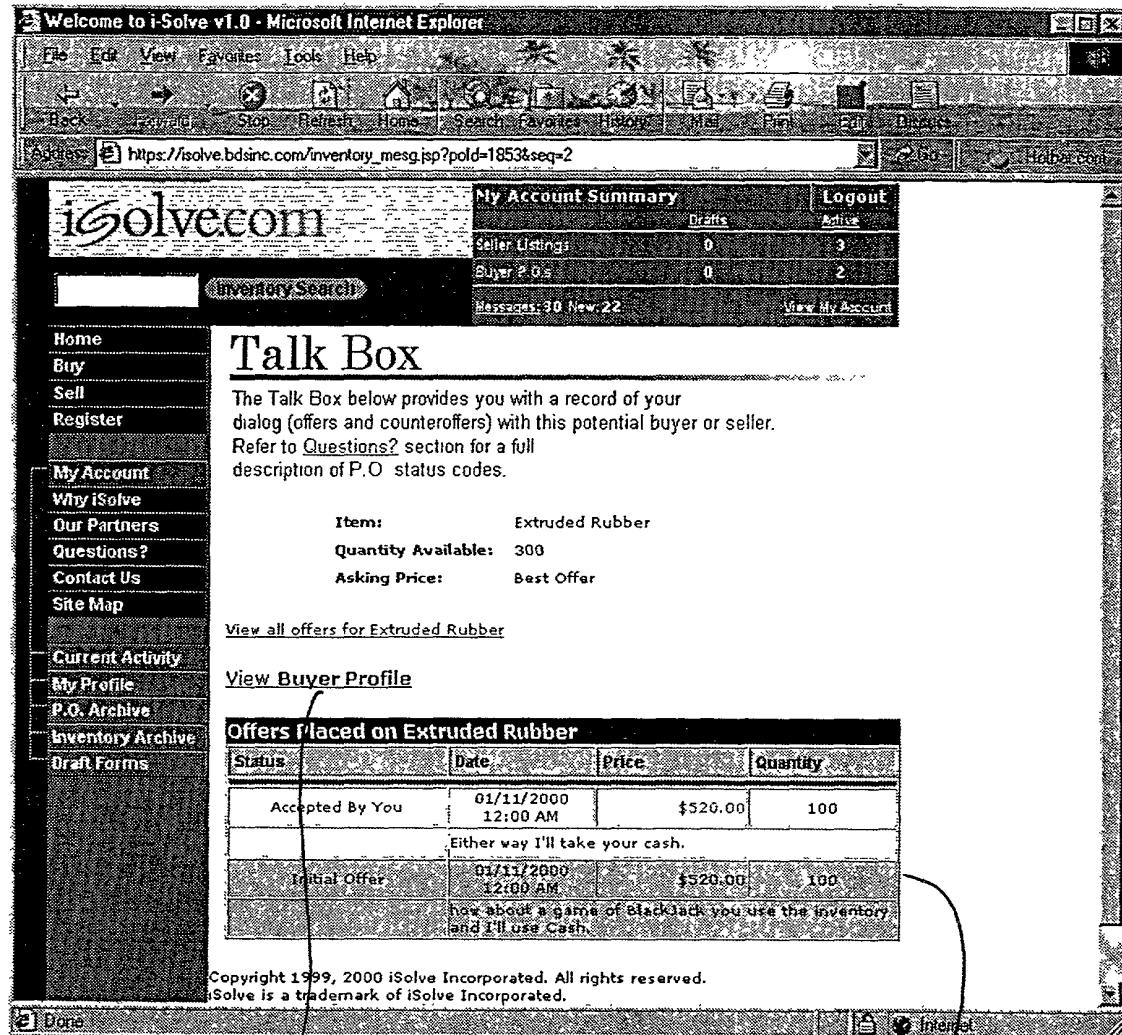
Offers For Extruded Rubber

Status	Date	Price	Quantity	Msg
Accepted (View Details)	01/11/2000	\$520.00	100	
Open (View Details)	01/11/2000	\$15.67	100	
Open (View Details)	01/12/2000	\$0.00	100	✉
Open (View Details)	01/12/2000	\$1,254.00	189	✉

Copyright 1999, 2000 iSolve Incorporated. All rights reserved.

Done

FIG. 7



804

FIG 8

802

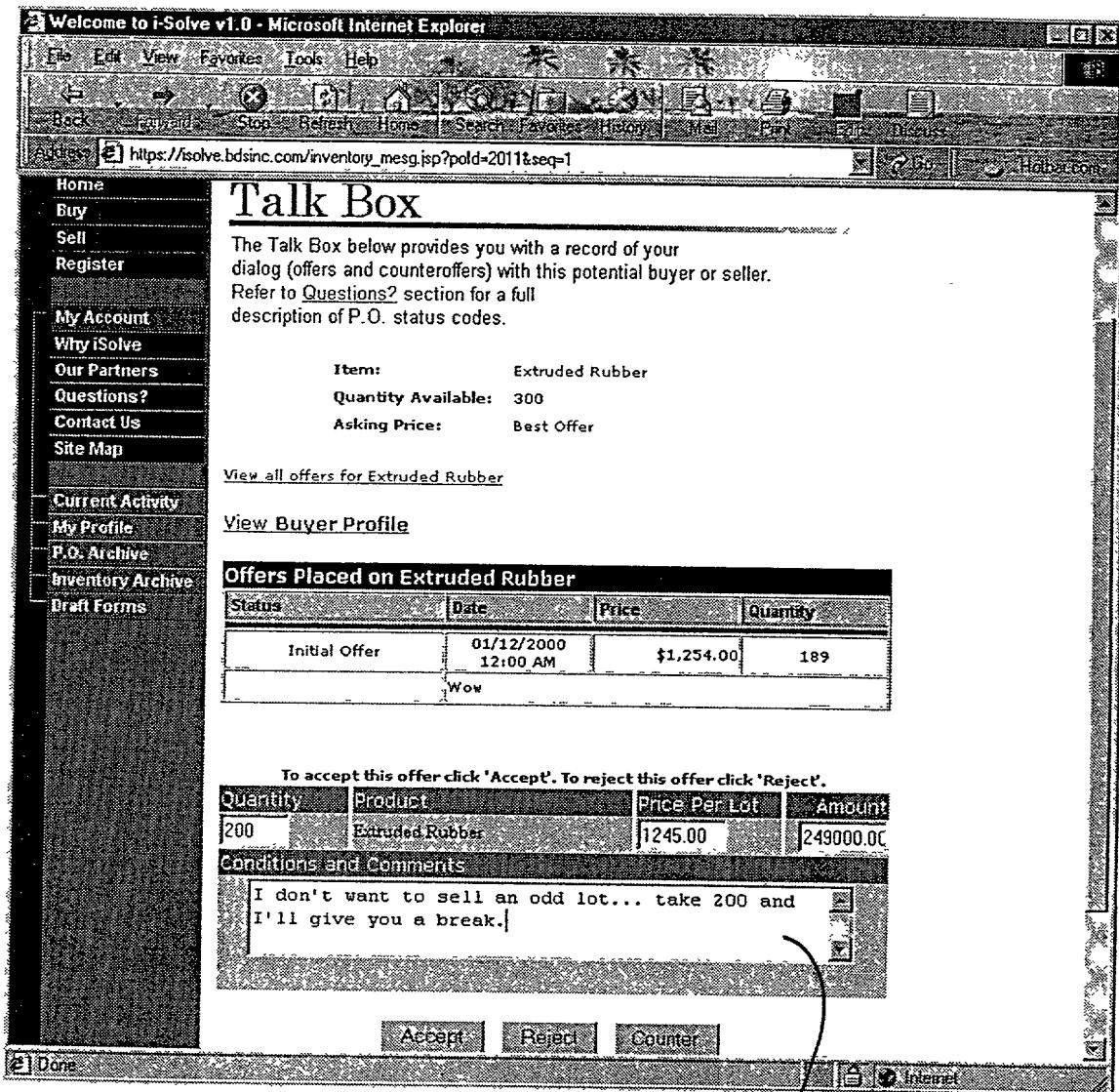


Fig. 9

902